

**UNIVERSITY HOSPITALS COVENTRY & WARWICKSHIRE NHS TRUST**  
**Equality & Diversity Action Plan (2017 – 2018)**

Actions	Lead Contributors	Completion date	Measures/Evidence
<p><b>Equality Strategy</b></p> <p>Develop and publish an Equality, Diversity and Human Rights Strategy for 2018 to 2021. The strategy will set out our priorities (Equality Objectives), and ensure that the Trust and stakeholders are working toward common goals in line with Trust objectives and values.</p> <p>Audit activity across the Trust which contributes to Equality and Diversity agenda to better inform Equality plans, inspections and share best practice.</p> <p><b>CQC Outcome(s): All relevant to E&amp;D</b>  <b>EDS Goal: All</b>  <b>WRES indicator:</b></p>	<p><b>Head of Diversity</b></p> <p>Independent Advisory Group (IAG)</p> <p>WEC</p> <p>Heads of Departments</p> <p>Specialist Leads</p> <p>Patient Experience Team</p>	<p>September 2017</p> <p>October 2017</p> <p>November 2017</p> <p>May 2018</p> <p>July 2018</p>	<p>Draft to WEC September 2017</p> <p>Amendments and final consultation with IAG</p> <p>Publication of Strategy internally and externally</p> <p>A central directory of resources and best practice</p> <p>Easier and more comprehensive reporting against expected outcomes for EDS2, CQC etc....</p> <p>Future Equality and Diversity plans to reflect Trust wide approach</p>
<p><b>Cultural Competence</b></p> <p>Support staff to understand and respond appropriately to the needs of all our</p>	<p><b>Equality &amp; Diversity Assistant</b></p>		

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<p>patients.</p> <p>Develop:</p> <ul style="list-style-type: none"> <li>- Religion toolkit</li> <li>- Booklets (Protected Characteristics)</li> </ul> <p>Campaign to raise awareness of resources available on wards</p> <p><b>CQC Outcome(s): 1, 4, 7, 13</b>  <b>EDS Goal: Better Health Outcomes</b></p>	<p>Head of Diversity</p> <p>Patient Experience Team</p> <p>Communications Team</p> <p>Faith Centre</p>	<p>March 2018</p> <p>October 2017</p> <p>Ongoing</p>	<p>Religion toolkit available with evidence of consultation and partnership working with local Faith groups.</p> <p>Booklets available to all staff via TrustNav and hard copies.</p> <p>Increase in numbers of patients accessing Faith Centre facilities.</p>
<p><b>Governance</b></p> <p>Report to and escalate relevant issues, challenges and successes to the WEC</p> <p>Red, Amber, Green (RAG) rate the Trust's Equality and Diversity activities across the Trust against EDS2 outcomes.</p> <p><b>CQC Outcome(s): All relevant to E&amp;D</b>  <b>EDS Goal: All</b>  <b>WRES indicator: All</b></p>	<p><b>Head of Diversity</b></p> <p>Equality &amp; Diversity Assistant</p> <p>IAG</p> <p>WEC</p>	<p>Ongoing</p> <p>June 2018</p> <p>July 2018</p> <p>August 2018</p>	<p>Minutes and papers</p> <p>RAG ratings activities will have taken place</p> <p>Results of RAG rating events will be reported to the WEC, QGC and the Trust Board</p> <p>RAG ratings published on the Trust's internet site</p>

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<p><b>Engagement</b></p> <p>Increase engagement and consultation with the staff, wider community and our partners to ensure Protected Characteristic groups are listened to. Our interventions will be aligned to the concerns of our service users.</p> <p><b>CQC Outcome(s): 1, 7, 13, 14</b>  <b>EDS Goal: Improved Patient Access and Experience</b></p>	<p><b>Head of Diversity</b></p> <p>Equality &amp; Diversity Assistant</p> <p>IAG</p>	<p>Ongoing</p>	<p>Evidence of consultation and/or partnership working on related projects.</p> <p>IAG notes and membership.</p> <p>Events/activities involving wider community and partners.</p>
<p><b>Accessibility</b></p> <p>Continue to work towards ensuring all patients, who need it, having access to immediate interpreting and translation services</p> <p><b>CQC Outcome(s): 1, 2, 3, 4, 5, 7</b>  <b>EDS Goal: Improved Patient Access and Experience</b></p>	<p><b>Equality &amp; Diversity Assistant</b></p> <p>Language Line Solutions</p> <p>Workforce Business Partners</p>	<p>Ongoing</p> <p>June 2018</p>	<p>Increase the number of dual handsets across the Trust.</p> <p>Data comparisons</p> <ul style="list-style-type: none"> <li>- Increase in use of telephone interpreting for short appointments and rare languages</li> <li>- Reduction in unfulfilled interpreting requests</li> </ul>

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<p><b>Staff Surveys</b></p> <p>Provide support and guidance to teams and departments to address issues highlighted in staff surveys.</p> <p>Violence and aggression against staff has been identified as an issue both locally and nationally.</p> <p>Produce:-</p> <ul style="list-style-type: none"> <li>• Trust Video</li> <li>• Pop up stands</li> <li>• Posters</li> <li>• Guidance</li> </ul> <p>Support Trust Security to promote awareness of policy/procedures on how to report and manage incidents.</p> <p>Discrimination -Work with Workforce Business Partners to raise awareness of what constitutes discrimination and provide support to manager to eliminate those behaviours.</p> <p><b>CQC Outcome(s): 12, 13, 14</b>  <b>EDS Goal: A Representative and</b></p>	<p><b>Head of Diversity</b></p> <p>Trust Security Manager</p> <p>Communications Team</p> <p>Modern Matrons</p> <p>Ward Managers</p> <p>Group Managers</p> <p>Workforce Business Partners</p>	<p>In progress</p> <p>January 2018</p> <p>July 2018</p> <p>Ongoing form October 2017</p>	<p>Staff aware of how to respond to violence and aggression.</p> <p>Monitor:</p> <ul style="list-style-type: none"> <li>- viewings of the video</li> <li>- how often,</li> <li>- demographics</li> <li>- how long viewed etc.</li> </ul> <p>Improved monitoring and recording of incidents. Data comparisons of incidents recorded before campaign.</p> <p>Use Workforce newsletter and utilise TrustNav to provide guidance to avoid discrimination</p> <p>Provide training where appropriate</p> <p>Equality and Diversity team will continue to provide 1:1, team and departmental advice, guidance and</p>

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<b>Supported Workforce</b> <b>WRES indicator: 5, 6, 7, 8</b>			support around discrimination issues. Numbers and resolution outcomes will be monitored
<b>Changing Futures Together - Supported Internship Programme</b>  Provide support and guidance ensuring the seamless transition of the programme to Learning and Development team.  <b>CQC Outcome(s): 13, 14</b> <b>EDS Goal: A Representative and Supported Workforce</b>	<b>Head of Diversity</b>  Equality & Diversity Assistant  Work Experience & Apprenticeship Advisor	November 2017  May 2018	Continuation of the programme  Recruitment of new cohort of interns  Interns able to access apprenticeships with the Trust
<b>Training and Development</b>  Work with Learning and Development to identify how people from protected characteristic groups can be supported to access training and development opportunities. (Talent mapping, WRES, WDES data to be utilised)  <b>CQC Outcome(s): 12, 13, 14</b>	<b>Associate Director of Workforce – Learning &amp; OD</b>  Head of Diversity	March 2018	Findings and proposals presented to WEC and TERC

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<b>EDS Outcome: A Representative and Supported Workforce</b> <b>WRES indicator: 2, 4, 7,</b>			
<b>Compliance</b> Equality Data –Equality Act 2010 Workforce Race Equality Standard (WRES) & Workforce Disability Equality Standard (WDES) - As required by NHS England collate and submit data in relation to Black Minority Ethnic (BME) and Disabled employees at UHCW. Develop action plan to address issues and or gaps identified from the data. <b>CQC Outcome(s): 12, 13, 14</b> <b>EDS Goal: A Representative and Supported Workforce</b> <b>WRES indicator: All</b>	<b>Head of Diversity</b>  Equality & Diversity Assistant  Deputy ESR & Workforce Information Manager	31 <sup>st</sup> January 2018  1 <sup>st</sup> August 2018  1 <sup>st</sup> April 2018 (tbc)	Data published on UHCW website  WRES report submitted to NHS England  WDES report submitted to NHS England
<b>Equality Impact Assessment (EIA)</b> Continue to provide guidance and support in completing EIAs	<b>Head of Diversity</b>		Expected EDS2 outcomes:  Boards and senior leaders routinely demonstrate their commitment to promoting equality

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<p>Explore how EIAs can be extended further into the more strategic elements of the Trust.</p> <p><b>CQC Outcome(s): All relevant to E&amp;D</b>  <b>EDS Goal: All</b>  <b>WRES indicator: All</b></p>	<p>Head of Corporate Affairs</p> <p>Associate Director of Strategy</p>	<p>Ongoing</p>	<p>Papers that come before the Board and other major Committees identify equality-related impacts including risks</p> <p>Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination</p>